

CHAPTER 2: BASIC SERVICE DELIVERY PERFORMANCE HIGHLIGHTS (KPA 2)

2.1 WATER SERVICES

A. WATER SERVICES DELIVERY STRATEGY AND MAIN ROLE-PLAYERS:

Our institution is registered by the Department of Water Affairs and Forestry as a Water Services Provider and Water Services Authority regarding the provision of water in our entire area.

B. LEVELS AND STANDARDS IN WATER SERVICES:

Water samples are taken on a monthly basis and then transported to the Nelson Mandela Metropolitan Municipality for a proper technical analysis. The results regarding the quality of water samples analysed are referred to Council via the relevant Portfolio Committee, for further deliberations and possible action to be taken if the quality of water is below the expected health standards. All consumers have access to quality water by means of individual connections.



**DIRECTOR OF
TECHNICAL AND
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SERVICES**

The only serious incident regarding the supply of quality water happened in Aberdeen when we experienced a technical problem with the chlorinator. This problem took almost three weeks to be fixed by the relevant department.

C. ANNUAL PERFORMANCE AS PER KEY PERFORMANCE INDICATORS IN WATER SERVICES

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the FY under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to potable water	10 465	Nil	10 465	10 465	100 %
2	Percentage of indigent households with access to free basic potable water	4246	Nil	4246	4246	100 %
4	Percentage of clinics with access to potable water	6	Nil	Nil	6	100 %
5	Percentage of schools with access to potable water	28	Nil	28	28	100 %
6	Percentage of households using buckets	Nil	Nil	Nil	Nil	100 %

D. MAJOR CHALLENGES IN WATER SERVICES AND REMEDIAL ACTIONS IN THIS SECTION THE MUNICIPALITY IS EXPECTED TO CLEARLY INDICATE THE CHALLENGES RELATING TO WATER PROVISION WITHIN ITS JURISDICTION AND PROPOSE WHAT NEEDS TO BE DONE TO ADDRESS THEM.

- to obtain a sustainable source of water supply for our entire area; for example, from the Orange River;
- old and ageing infrastructure that causes frequent breakages of water pipes that must be fixed at cost to minimize water loss;
- due to the fact that we are in a semi-arid area with a low annual rainfall, that each household be supplied with a water tank to harvest rainwater;
- that funds be allocated by the Department of Water Affairs and Forestry for the second feasibility study regarding the safety of the Nqweba Dam wall that will determine the future plans;
- that DWAF be requested to allocate funds for the rehabilitation of all the boreholes to increase their capacity;
- new water reservoirs are required for all three towns that fall under the jurisdiction of Camdeboo;
- failure by some consumers to settle their municipal accounts timeously or not at all - Credit Control Policy then kicks in;
- installation of new bulk water meters and telemetry systems at the reservoirs to monitor and regulate water consumption in order to obtain the exact figure/data regarding the supply and demand activities;
- to capture all the water infrastructure into our GIS; and
- that all the employees in the Water Provision Section be trained and capacitated to enable them to

render this service according to the required standards.

2.2 ELECTRICITY SERVICES

A. ELECTRICITY SERVICES DELIVERY STRATEGY AND MAIN ROLE-PLAYERS

This function includes the bulk purchase and distribution of electricity. The main role-players are Eskom and the municipality.

The electricity purchasing and distribution functions of the municipality are administered as follows and include:

- the supply and distribution of electricity throughout the Camdeboo area; that is, Graaff-Reinet Town, Kroonvale and Rural Consumers; Aberdeen Town; and Thembalesizwe.
- Umasizakhe; Lotusville and Nieu-Bethesda are being supplied by ESKOM.

The strategic objective of this function is to supply high-quality electricity at an acceptable and affordable price.

B. LEVEL AND STANDARDS IN ELECTRICITY SERVICES

The electricity supply is according to the National Electricity Regulator's guidelines; policies and Act for both low and high level electricity services to all the consumers. The latter refers to the households and industries.

C. ANNUAL PERFORMANCE AS PER KEY PERFORMANCE INDICATORS IN ELECTRICITY SERVICES

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review (actual numbers)	Number of HH/customer reached during the FY	Percentage of achievement during the year
1	Percentage of households with access to electricity services	11 632	40 (rural households)	Nil	Nil	100 %
2	Percentage of indigent households with access to basic electricity services		Nil	Nil	Nil	100 %
4	Percentage of indigent households with access to free alternative energy sources	Nil	Nil	Nil	Nil	0 %

D. MAJOR CHALLENGES IN ELECTRICITY SERVICES AND REMEDIAL ACTIONS

- to upgrade and replace the old and/or ageing infrastructure to ensure sufficient and sustainable electricity supply. The Department of Minerals and Energy to allocate funding for this project;
- to install additional substations in the area where the demand has increased substantially;
- to install substations and reticulation network for future industrial; commercial and housing development;



- to install additional area lighting in the existing residential areas and main roads. Council will have to budget for this project in the next financial years, to be done in phases; and
- that all the electricity infrastructure be captured on the GIS.

**ELECTRICAL
DEPARTMENT**

2.3 SANITATION

A. SANITATION SERVICES DELIVERY STRATEGY AND MAIN ROLE-PLAYERS

The sewerage functions of the municipality are administered as follows:

Wastewater conveyance; wastewater treatment and also affluent water discharge to the sportsfields for irrigation purposes. The functions applicable to the wastewater conveyance division are; planning of wastewater conveyance and wastewater treatment infrastructure; integrated delivery of sanitation infrastructure to newly built areas, such as housing development schemes and the maintenance of the wastewater infrastructure such as pipelines, raising mains, pumpstations and wastewater treatment works.

B. LEVEL AND STANDARDS IN SANITATION SERVICES

All the serviced sites are connected to the sewerage network, except the outstanding VIP toilets in Nieu-Bethesda that will be connected to the bulk services in phases. At the present moment only twenty six (26) households have been connected and twenty eight (28) will be connected during the 2009/2010 Financial Year with funding of R2 million from Cacadu District Municipality.

C. ANNUAL PERFORMANCE AS PER KEY PERFORMANCE INDICATORS IN SANITATION SERVICES

	Indicator name	Total number of household/customer expected to benefit	Estimated backlogs (actual numbers)	Target set for the f. year under review	Number of HH/customer reached	Percentage of achievement during the year
1	Percentage of households with access to sanitation services	10 465	215	28	Nil (2009/10)	99,7 %
2	Percentage of indigent households with access to free basic sanitation services	4 246	Nil	4 246	4 246	100 %
4	Percentage of clinics with access to sanitation services	6	Nil	Nil	6	100%
5	Percentage of schools with access to sanitation services	28	Nil	28	28	100 %

D. MAJOR CHALLENGES IN SANITATION SERVICES AND REMEDIAL ACTIONS

- in Nieu-Bethesda two hundred and fifteen households must still be connected to the waterborne sewerage system. Out of this number twenty eight will be connected during the 2009/10 Financial Year with funding of R2 million from Cacadu District Municipality;
- R6 691 444,00 is still required for to connect the whole area;
- the extension of the Waste Water Treatment Works in Nieu-Bethesda. The cost estimate is R7 million. An Application has been submitted to the Department of Co-operative Governance and Traditional Affairs;
- the extension of the Waste Water Treatment Works in Graaff-Reinet with an estimated cost of R15 139 000,00;
- the extension of the Aberdeen Waste Water Treatment Works with an estimated cost of R5 282 000,00;
- the upgrading of sewerage pump stations in all three towns at an estimated cost of R17 720 132,00; and
- upgrading of sewerage reticulation in Thembalesizwe at an estimated cost of R 5 067 000,00.



TECHNICAL DEPARTMENT PERSONNEL

2.4 ROAD MAINTENANCE

A. ROAD MAINTENANCE SERVICES DELIVERY STRATEGY AND MAIN ROLE-PLAYERS

Council has a standing policy to tar two streets in each previously disadvantaged area (ward). The role of the Municipality is to provide appropriate, cost effective and affordable roads; stormwater drainage; transportation infrastructure and public transport services in order to improve the quality of life of the communities.